

## **Complaints Procedure**

Cameo views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Cameo's service.

Although most complaints are likely to originate from our students, complaints may come any person or organisation who has a legitimate interest in Cameo Network Services Ltd.

### **How to make a complaint**

A complaint can be received verbally, by phone, by email or in writing. Please note however, that this policy does not cover complaints from staff, who should use Cameo's Discipline and Grievance policies.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **General Complaints**

If you are unhappy about any aspect of your training with Cameo we encourage you to bring it to our attention. We are a small company and so our procedure is simple.

- In the first instance you should approach your tutor and explain the problem
- If you are still unhappy we will invite you to discuss any issues with Steve or Caroline. You are most welcome to bring a friend with you so you don't feel its "two against one".
- If you are still unhappy we will invite you to escalate your complaint to our partner training organisation, West Suffolk College.
- During your course of study, we will regular performance reviews (at least 74 days). During these reviews, you will always be invited to raise any concerns you may have. Please bear in mind that it is



- in our interests to ensure you are happy and we will do our utmost to resolve any issues amicably.

**Complaints about examination results or tutor assessments**

If you are unhappy with any assessment or examination result, you should first discuss the matter with your tutor. You may be able to appeal you grade. Please refer to our appeals procedure.